



Join our Amazing E Fry Ottawa Team!

Housing Support Worker

Job title:	Housing Support Worker
Reports to:	Manager, Community Programs and Services
Hours:	37.5 hours /week
Language:	Bilingual (English/French)
Salary:	\$23.15 – salary non-negotiable – unionized workplace

E Fry Ottawa is committed to employment equity, actively seeks diversity in the workplace, and welcomes and encourages applications from members of equity-seeking groups including women, transgender, non-binary, and LGBTQ+ individuals, First Nations, Métis and Inuit individuals, persons with disabilities, and members of racialized and marginalized groups.

About E Fry Ottawa

The Elizabeth Fry Society of Ottawa is a not-for-profit community agency that supports and advocates for women, gender-diverse people, and men impacted by the justice system. We provide a diverse array of community-based and residential programming. Our work is aimed at reducing harm and oppression, supporting people to overcome barriers to reintegration, and empowering them to build a life of stability and resiliency. We are a feminist organization committed to working from a human rights and anti-oppressive perspective, recognizing systemic barriers that lead to marginalization. We work with trauma-informed, person-centered principles to promote a respectful, diverse, and inclusive environment that promotes healing, recovery, and successful reintegration.

Core Responsibilities

Intake and Assessment

- Collaborate with the Elizabeth Fry Society Community Liaison Worker at the Ottawa-Carleton Detention Centre (OCDC) and with Residential staff (J F Norwood House Transitional Residence, Lotus House Bail Residence) to identify and prioritize clients that require housing support.
- Collaborate with local community service providers and shelters to identify and prioritize clients that require housing support and advocacy.
- Accept self-referrals and referrals from correctional system discharge planners, reintegration workers, hospital social workers, and agencies in Ottawa's homelessness system.
- Conduct thorough assessments to identify client's housing needs and develop individualized support plans.
- Administer the JD- VI-SPDAT, and VI-SPDAT assessments to support triage and identify whether more intensive housing supports are required.
- Maintain and record accurate, complete, up to date client files and case notes according to established procedures. This includes entering the necessary information into HIFIS and ShareVision.

Release/Discharge and Housing Procurement Support

- Assist clients with emergency shelter or other interim housing as needed.
- Assist clients with securing income benefits, transportation needs, and identification needs.
- Assist clients by arranging viewings, speaking to landlords, and assisting with move-in arrangements, including the procurement of furniture and/or small household items.

Ongoing supports

- Assist clients in accessing resources in the community to support their tenancy, promote healthy living/lifestyles, or provide long-term support.
- Assist clients to access food banks in their community.
- Assist clients with housing searches, and accompany clients to property viewings, social assistance appointments, and landlord and tenant hearings.
- Assist clients in problem-solving and crisis intervention around housing conflicts and legal issues that may put their tenancy at risk.
- Help clients prepare a monthly budget, a weekly calendar of meaningful things to do, a personal guest policy, a risk minimization plan, and a crisis plan.
- Facilitate access to health and social care to clients to help them achieve housing stability and encourage well-being.
- Provide information on tenant rights and responsibilities as needed and if necessary, support client through an eviction process with tenant/landlord negotiations.
- Assist clients to access employment, educational, and volunteer opportunities that promote self-sufficiency, independence, and community integration.
- Stay informed and updated on community resources for housing and housing-related intervention supports (legal clinics, tribunals, emergency housing).
- Assist clients with applying for and/or advocating for access to social housing, non-profit housing, and provincial rent supplements as needed.
- Provide support and back-up to colleagues in Housing Services

Other responsibilities

The Housing Support Worker will collaborate with other community agencies and stakeholders to share information, problem solve, identify emergency issues and trends, and coordinate services. The position requires ongoing reporting to reflect reporting requirements designated by the funder (City of Ottawa) and E Fry Ottawa. Participate in the City's Housing First case conferencing and other meetings as required. Other duties may be assigned by the Manager, Community Programs and Services. All E Fry Ottawa staff are responsible for promoting and delivering on the mission, vision, and values of our organization.

Qualifications

Required education and experience

- Experience and/or education equivalent to a post-secondary degree in social work, criminal justice, or a related field.
- Minimum 1-year experience engaging and collaborating with vulnerable populations, specifically justice-impacted women, and gender-diverse people who live with moderate-level challenges that are considered barriers to stable housing.
- An understanding of mental health and substance use issues, including knowledge of harm reduction strategies.
- Experience recognizing and responding to women and gender-diverse people experiencing homelessness with trauma-informed care.
- Experience with Microsoft Teams is considered an asset.
- Experience with the SPDAT assessment tool and using a database (such as the Homeless Individuals and Families Information System - HIFIS and ShareVision) are considered an asset.
- Valid First Aid/CPR, Non-Violent Crisis Intervention (NVC), and ASIST certifications are considered an asset.
- Valid driver's license is required and access to a reliable vehicle considered an asset (with appropriate insurance) to transport clients to viewings, appointments, and meetings. A clean driver's abstract is required to access agency vehicle.

Required knowledge, capacity, and commitment

- A solid understanding of factors that contribute to individuals' involvement in the criminal justice system.
- A solid understanding of the systemic reasons for homelessness.
- Excellent interpersonal skills and ability to engage with and establish trust relationships.
- Strong motivational interviewing skills to support the creation and maintenance of case management plans.
- Strong crisis management skills.
- Strong organizational and reporting skills to meet funder requirements.
- Excellent verbal and written communication skills.